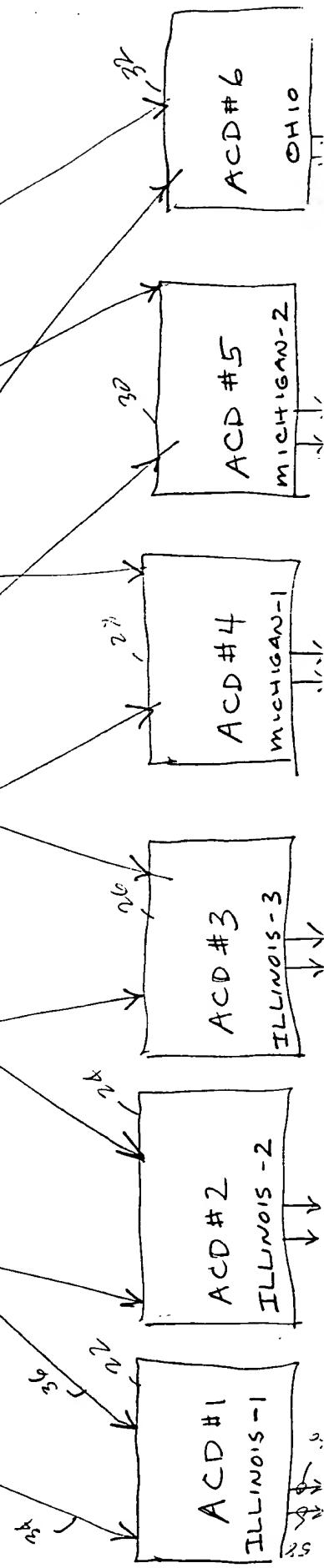
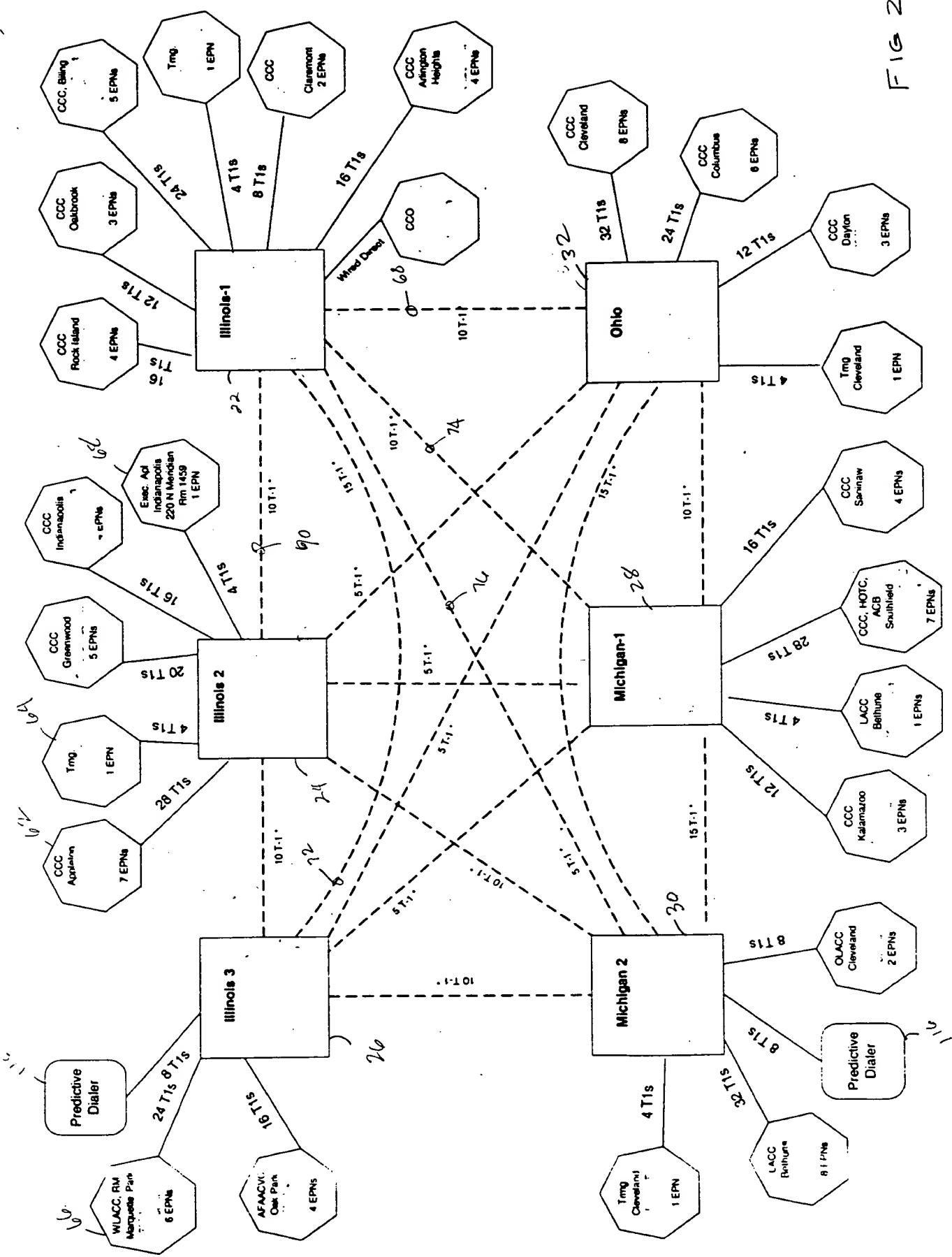


FIG 1

FIG 1





- Lucent ACD Status -

(as of Thu Dec 30 09:12:56 1999 CDT)

MIC1

TRUNK GROUP	TRKS	OOS	%OCC20.....40.....60.....80.....100
TROY	708	0	59%	[REDACTED]
HUDSON	708	0	2%	[REDACTED]
DID	96	0	0%	[REDACTED]
IMT CHICAGO 1	214	0	2%	[REDACTED]
IMT CHICAGO 2	238	0	23%	[REDACTED]
IMT CHICAGO 3	118	0	3%	[REDACTED]
IMT CLEVELAND	238	0	1%	[REDACTED]
IMT DETROIT 2	498	0	26%	[REDACTED]
OUT DETROIT	216	0	32%	[REDACTED]
OUT SOUTHFIELD	216	0	0%	[REDACTED]
MICH IVR	288	0	22%	[REDACTED]
CQC				
EPN's				

ALARM STATUS
There are 0 alarms.

CURRENT SYSTEM STATUS
There are 233 agents active, 68 calls in queue at 10:12.
No TDM blockage. Highest past hour (09:00) occupancy was 35% in PN 1.
No PN blockage. Highest past hour (09:00) occupancy was 24% in PN 28.
User 'rbamh' connected dial-up.
Occupancy St: 5% Sm: 40% Cp: 14% Idl: 41%
SPE: B/auto A/functional
Bussed Out Trk: 0 Stn: 0 Oth: 0

F 1 G 4

162 164 168 170 172

TGN	OE	CKT ID	ALARM STATUS	CSU_A	CSU_Z	MISC
011	003 A 19	HCGS 324230	None	n/a	n/a	TROY TGN 623
	004 A 18	HCGS 324330	None	n/a	n/a	
	002 B 13	HCGS 324331	None	n/a	n/a	
	004 A 11	HCGS 324332	None	n/a	n/a	
	001 D 09	HCGS 324333	None	n/a	n/a	

150

13:ACI TROY

152

TGN	OE	CKT ID	ALARM STATUS	CSU_A	CSU_Z	MISC
013	005 E 15	HCGS 324339	None	n/a	n/a	TROY TGN 626
	006 E 15	HCGS 324340	None	n/a	n/a	
	005 E 11	HCGS 324341	None	n/a	n/a	
	006 E 11	HCGS 324342	None	n/a	n/a	
	007 E 10	HCGS 324343	None	n/a	n/a	

153 4

15:ACI TROY

TGN	OE	CKT ID	ALARM STATUS	CSU_A	CSU_Z	MISC
015	003 A 17	HCGS 324349	None	n/a	n/a	TROY TGN 627
	004 A 17	HCGS 324350	None	n/a	n/a	
	004 A 12	HCGS 324351	None	n/a	n/a	
	005 A 12	HCGS 324352	None	n/a	n/a	
	006 A 12	HCGS 324353	None	n/a	n/a	

156

17:ACI TROY

TGN	OE	CKT ID	ALARM STATUS	CSU_A	CSU_Z	MISC
017	004 E 17	HCGS 324483	None	n/a	n/a	TROY TGN 629
	005 E 17	HCGS 324484	None	n/a	n/a	
	006 A 17	HCGS 324485	None	n/a	n/a	
	007 A 17	HCGS 324486	None	n/a	n/a	
	007 E 17	HCGS 324487	None	n/a	n/a	

157

18:ACI TROY

FIG 5A

158

TGN	OE	CKT ID	ALARM STATUS	CSU_A	CSU_Z	MISC
018	004 E 18	HCGS 324488	None	n/a	n/a	TROY TGN 624
	005 E 18	HCGS 324489	None	n/a	n/a	
	006 E 18	HCGS 324490	None	n/a	n/a	
	007 A 18	HCGS 324491	None	n/a	n/a	
	007 E 18	HCGS 324492	None	n/a	n/a	

19:ACI TROY

160

TGN	OE	CKT ID	ALARM STATUS	CSU_A	CSU_Z	MISC
019	004 E 19	HCGS 324493	None	n/a	n/a	TROY TGN 634
	005 E 19	HCGS 324494	None	n/a	n/a	
	004 E 13	HCGS 324495	None	n/a	n/a	
	005 E 13	HCGS 324496	None	n/a	n/a	
	006 E 14	HCGS 324497	None	n/a	n/a	

FIG 5B

Call ACI on 1-800-555-1234, choose option 2 for trouble referrals.

CIRCUIT DETAILS

CKT S /HCGS/324230	/MB	A TROYMIUOW00 Z DTRTMIBL6CD	
CLO MIS123927001	DV ACT IE IND PRQ SSP TSP MSC N MCO DTRTMIBHSHC		
CAC SVF2BP3 CUST AMERITECHCOMMUNICATI	PULS -- MW B EML OBJ	PG 01 OF 04	
M SEQ A LOCATION SV EQPT/FAC RR/TYPE UNIT	A TLP Z	SBDV/MISC	TP
002 E THIS IS A PRO-CDS DESIGN			N
004 I MODEL = 8589 DESI GN = 2			N
006 X TROYMIUOW00 **LINE C ODE=B8ZS**			N
008 X TROYMIUOW00 **SIGNAL CODE=ESF* *			N
010 I PROCESSED BY FLOWTHRU ID:HICAP-A VERS: 002	STAMP :041295 130406		N
012 TROYMIUOW00 04DS6/ 44 /			NI
014 HCG-			NC
016 [REDACTED]	STA ADDR		N
018 TROY EU CITY			N
020 MI EU STATE			N
022 W TROYMIUOW00 DEMARC			S
024 TROYMIUOW00 POI			XA
026 W X4 806 T3 2	IC		X#
028	OWNER=B-BX		XX
030	E=DTRTMIBL07		XX
032	MI 0094.5 ZL D#		
034 DTRTMIBL07 EE31F	F07/07 /0397		XZ
036 DTRTMIBL06 T3MAE412 040473.11 1916	F66/13 /08 /4 XM		
CKT S /HCGS/324230	/MB	A TROYMIUOW00 Z DTRTMIBL6CD	
CLO MIS123927001	DV ACT IE IND PRQ SSP TSP MSC N MCO DTRTMIBHSHC		
CAC SVF2BP3 CUST AMERITECHCOMMUNICATI	PULS -- MW B EML OBJ	PG 02 OF 04	
M SEQ A LOCATION SV EQPT/FAC RR/TYPE UNIT	A TLP Z	SBDV/MISC	TP
038 DTRTMIBL07 T1MBDX01 040483.02B ACSA			XH
040 DTRTMIBL07 T1MBDY01 040482.02C CSSA2			XH
042 DTRTMIBL07 T1MBDZ01 040482.02B ESSA2			XH
044 DTRTMIBL07 T1MBD901 040480.12A 1			XH
046 DTRTMIBL07 T1MBD9U1 040480.12A 1-17			XH
048 DTRTMIBL07 DCS5NNNSC			XF
050 DTRTMIBL07 T1MBD9Y1 040482.02B 0397	F66/12 /07 /4 XM		
052 DTRTMIBL07	F07/07 /0397		EX
054 E DTRTMIBL07 /K07 /FE/DAB/ 01/			N1
056 E DTRTMIBL07 035-16	/		N2
058 E DTRTMIBL07 T1 /			N3
060 DTRTMIBL07 T1MBDX01 040483.02B ACSA			EH
062 DTRTMIBL07 T1MBDY01 040482.01C CSSA1			EH
064 DTRTMIBL07 T1MBDZ01 040482.01B ESSA1			EH
066 DTRTMIBL07 T1MBD801 040481.03A 1			EH
068 DTRTMIBL07 T1MBD831 040481.03A 1-27			EH
070 DTRTMIBL07 DCS5NNNF7			F#
072 W DTRTMIBL07 T1MBD8S1 040482.01B 035-16	F93/03 /02 /44 EU		
CKT S /HCGS/324230	/MB	A TROYMIUOW00 Z DTRTMIBL6CD	
CLO MIS123927001	DV ACT IE IND PRQ SSP TSP MSC N MCO DTRTMIBHSHC		
CAC SVF2BP3 CUST AMERITECHCOMMUNICATI	PULS -- MW B EML OBJ	PG 03 OF 04	
M SEQ A LOCATION SV EQPT/FAC RR/TYPE UNIT	A TLP Z	SBDV/MISC	TP
074 DTRTMIBL07	F07/07 /035		EX
076 DTRTMIBL07 SD=TSLS- 5500			EX
078 DTRTMIBL07 \$FEPMTYP E=ANSI403; FEPM=			EX
080 DTRTMIBL07 ON;DS1 F ORMAT MUST =ESF;			EX
082 DTRTMIBL07 NEPM=OFF			EX
084 DTRTMIBL NCT2YGEPE			F#
086 W DTRTMIBL T1ML1971 11CAB1 0114	F93/07 /06 /14		EM
088 W DTRTMIBL T1IUJ222 IP03191235			P

FIG 64

090	DTRTMIBL	\$**PM SM ARTJACK** S1=NA	PX
092	DTRTMIBL	, S2-1=DI SABLE, S2-2 =DISA	PX
094	DTRTMIBL	BLE, S2-3 =DISABLE, S 2-4=E	PX
096	DTRTMIBL	NABLE, S2 -5=ESF, S3= 7.5D.	PX
098	DTRTMIBL	B, S4=SHO RT, S5=DISA BLE, S	PX
100	DTRTMIBL	6=ON, S7= ENABLE	PX
102	W DTRTMIBL6CD	DEMARC	S
104			STA ADDR N
106		11	EU FLR N
108		1129	EU ROOM N
CKT S	/HCGS/324230	/MB	A TROYMIUOWOO Z DTRTMIBL6CD
CLO	MIS123927001	DV ACT IE IND PRQ SSP TSP MSC N MCO DTRTMIBHSHC	
CAC	SVF2BP3	CUST AMERITECHCOMMUNICATI PULS -- MW B EML OBJ PG 04 OF 04	
M	SEQ A	LOCATION SV EQPT/FAC RR/TYPE UNIT A TLP Z SBDV/MISC TP	
110		DETROIT	EU CITY N
112		MI	EU STATE N
114	DTRTMIBL6CD	04DU9/ 1SN/	NI
116	DTRTMIBL6CD	DTRTMIBL 6CD. COMSUM ER	NX

FIG 6B

EPN:BETHUNE (IT)

EPN	HOST PORT	CKT ID	ALARM STATUS	CSU_A	CSU_Z	REMOTE PORT
14	001 C 12 A	DHDZ 791565	None	144.151.178.37	n/a	008 A 02 A
	001 C 12 B	DHDZ 791566	None	144.151.178.38	n/a	008 A 02 B
	001 C 12 C	DHDZ 791567	None	144.151.178.39	n/a	008 A 02 C
	001 C 12 D	DHDZ 791568	None	144.151.178.40	n/a	008 A 02 D

EPN:KALAMAZOO

EPN	HOST PORT	CKT ID	ALARM STATUS	CSU_A	CSU_Z	REMOTE PORT
25	001 C 11 A	DHDZ 708222	None	144.151.178.57	n/a	020 A 02 A
	001 C 11 B	DHDZ 708223	None	144.151.178.58	n/a	020 A 02 B
	001 C 11 C	DHDZ 708224	None	144.151.178.59	n/a	020 A 02 C
	001 C 11 D	DHDZ 708225	None	144.151.178.60	n/a	020 A 02 D
26	001 E 01 A	DHDZ 708226	None	144.151.178.149	n/a	021 A 02 A
	001 E 01 B	DHDZ 708227	None	144.151.178.150	n/a	021 A 02 B
	001 E 01 C	DHDZ 708228	None	144.151.178.151	n/a	021 A 02 C
	001 E 01 D	DHDZ 708229	None	144.151.178.152	n/a	021 A 02 D
27	002 B 11 A	DHDZ 708230	None	144.151.178.153	n/a	022 A 02 A
	002 B 11 B	DHDZ 708231	None	144.151.178.154	n/a	022 A 02 B
	002 B 11 C	DHDZ 708232	None	144.151.178.155	n/a	022 A 02 C
	002 B 11 D	DHDZ 708233	None	144.151.178.156	n/a	022 A 02 D

EPN:SAGINAW

EPN	HOST PORT	CKT ID	ALARM STATUS	CSU_A	CSU_Z	REMOTE PORT
28	002 E 01 A	DHDZ 708234	None	144.151.178.25	n/a	023 A 02 A
	002 E 01 B	DHDZ 708235	None	144.151.178.26	n/a	023 A 02 B
	002 E 01 C	DHDZ 708236	None	144.151.178.27	n/a	023 A 02 C
	002 E 01 D	DHDZ 708237	None	144.151.178.28	n/a	023 A 02 D
29	002 E 21 A	DHDZ 708238	None	144.151.178.41	n/a	024 A 02 A
	002 E 21 B	DHDZ 708239	None	144.151.178.42	n/a	024 A 02 B
	002 E 21 C	DHDZ 708240	None	144.151.178.43	n/a	024 A 02 C
	002 E 21 D	DHDZ 708241	None	144.151.178.44	n/a	024 A 02 D
30	003 E 01 A	DHDZ 708242	None	144.151.178.121	n/a	025 A 02 A
	003 E 01 B	DHDZ 708243	None	144.151.178.122	n/a	025 A 02 B
	003 E 01 C	DHDZ 708244	None	144.151.178.123	n/a	025 A 02 C
	003 E 01 D	DHDZ 708245	None	144.151.178.124	n/a	025 A 02 D
31	003 E 21 A	DHDZ 708246	None	144.151.178.137	n/a	026 A 02 A
	003 E 21 B	DHDZ 708247	None	144.151.178.138	n/a	026 A 02 B
	003 E 21 C	DHDZ 708248	None	144.151.178.139	n/a	026 A 02 C
	003 E 21 D	DHDZ 708249	None	144.151.178.140	n/a	026 A 02 D

EPN:SOUTHFIELD

EPN	HOST PORT	CKT ID	ALARM STATUS	CSU_A	CSU_Z	REMOTE PORT
17	001 D 10 A	DHDZ 708302	None	144.151.178.17	n/a	013 A 02 A
	001 D 10 B	DHDZ 708303	None	144.151.178.18	n/a	013 A 02 B
	001 D 10 C	DHDZ 708304	None	144.151.178.19	n/a	013 A 02 C
	001 D 10 D	DHDZ 708305	None	144.151.178.20	n/a	013 A 02 D
18	001 D 11 A	DHDZ 708306	None	144.151.178.33	n/a	014 A 02 A
	001 D 11 B	DHDZ 708307	None	144.151.178.34	n/a	014 A 02 B
	001 D 11 C	DHDZ 708308	None	144.151.178.35	n/a	014 A 02 C
	001 D 11 D	DHDZ 708309	None	144.151.178.36	n/a	014 A 02 D
19	002 A 11 A	DHDZ 708310	None	144.151.178.49	n/a	015 A 02 A
	002 A 11 B	DHDZ 708311	None	144.151.178.50	n/a	015 A 02 B
	002 A 11 C	DHDZ 708312	None	144.151.178.51	n/a	015 A 02 C
	002 A 11 D	DHDZ 708313	None	144.151.178.52	n/a	015 A 02 D
20	002 B 10 A	DHDZ 708314	None	144.151.178.113	n/a	016 A 02 A
	002 B 10 B	DHDZ 708315	None	144.151.178.114	n/a	016 A 02 B
	002 B 10 C	DHDZ 708316	None	144.151.178.115	n/a	016 A 02 C
	002 B 10 D	DHDZ 708317	None	144.151.178.116	n/a	016 A 02 D
21	003 A 10 A	DHDZ 708318	None	144.151.178.129	n/a	017 A 02 A
	003 A 10 B	DHDZ 708319	None	144.151.178.130	n/a	017 A 02 B
	003 A 10 C	DHDZ 708320	None	144.151.178.131	n/a	017 A 02 C
	003 A 10 D	DHDZ 708321	None	144.151.178.132	n/a	017 A 02 D
22	003 A 11 A	DHDZ 708322	None	144.151.178.145	n/a	018 A 02 A
	003 A 11 B	DHDZ 708323	None	144.151.178.146	n/a	018 A 02 B
	003 A 11 C	DHDZ 708324	None	144.151.178.147	n/a	018 A 02 C
	003 A 11 D	DHDZ 708325	None	144.151.178.148	n/a	018 A 02 D

FIG 7B

- MIC1 Alarm Log -

LATEST [TIMES] ALARM MESSAGE.....

12/29 13:30 [1] 12/29 13:29 ->03E12 SNC-LINK MINOR
12/21 21:29 [6] 12/19 14:02 ->05A0401 PGATE-PT MINOR
12/21 04:35 [6] 12/21 01:27 ->37_A-PNC FIBER-LK MINOR
12/21 04:34 [6] 12/21 01:35 ->35_A-PNC FIBER-LK MAJOR
12/21 04:34 [6] 12/21 01:35 ->37_A-PNC FIBER-LK MAJOR
12/21 04:34 [6] 12/21 01:26 ->25A0101 SYS-LINK MINOR (@EPN 30 - SAGINAW)
12/21 04:34 [4] 12/21 01:37 ->38_A-PNC FIBER-LK MAJOR
12/21 04:34 [3] 12/21 01:35 ->26A0101 SYS-LINK MINOR (@EPN 31 - SAGINAW)
12/21 04:21 [7] 12/21 01:26 ->36_A-PNC FIBER-LK MINOR
12/21 04:21 [6] 12/21 01:26 ->38_A-PNC FIBER-LK MINOR
12/21 04:21 [6] 12/21 01:26 ->35_A-PNC FIBER-LK MINOR
12/21 04:20 [5] 12/21 01:40 ->03E21C DS1-FAC MINOR (EPN 31 - SAGINAW)
12/21 04:20 [5] 12/21 01:27 ->PN_28 EXP-PN MAJOR
12/21 04:20 [5] 12/21 01:35 ->36_A-PNC FIBER-LK MAJOR
12/21 04:20 [4] 12/21 01:26 ->23A0101 SYS-LINK MINOR (@EPN 28 - SAGINAW)
12/21 04:20 [3] 12/21 01:39 ->PN_31 EXP-PN MAJOR
12/21 04:20 [3] 12/21 01:41 ->03E20 SN-CONF MAJOR (EPN 31 - SAGINAW)
12/21 04:20 [4] 12/21 01:35 ->PN_30 EXP-PN MAJOR
12/21 04:20 [2] 12/21 01:40 ->02E20 SN-CONF MAJOR (EPN 29 - SAGINAW)
12/21 04:18 [2] 12/21 01:26 ->26A01 EXP-INTF MINOR (@EPN 31 - SAGINAW)
12/21 04:18 [2] 12/21 01:29 ->24A0101 SYS-LINK MINOR (@EPN 29 - SAGINAW)
12/21 02:15 [4] 12/21 01:40 ->02E01A DS1-FAC MINOR (EPN 28 - SAGINAW)
12/21 02:15 [3] 12/21 01:35 ->03E03 SN-CONF MAJOR (EPN 30 - SAGINAW)
12/21 02:10 [3] 12/21 01:37 ->PN_29 EXP-PN MAJOR
12/21 02:10 [3] 12/21 01:39 ->03E21D DS1-FAC MINOR (EPN 31 - SAGINAW)
12/21 02:05 [2] 12/21 01:44 ->25A01 EXP-INTF MINOR (@EPN 30 - SAGINAW)
12/21 02:03 [2] 12/21 01:39 ->02E21A DS1-FAC MINOR (EPN 29 - SAGINAW)
12/21 02:01 [2] 12/21 01:42 ->02E03 SN-CONF MAJOR (EPN 28 - SAGINAW)
12/21 02:01 [2] 12/21 01:39 ->02E21B DS1-FAC MINOR (EPN 29 - SAGINAW)
12/21 02:01 [2] 12/21 01:39 ->02E21D DS1-FAC MINOR (EPN 29 - SAGINAW)

- MIC1 Agent Status -

(as of Thu Dec 30 08:35:25 1999 CDT)

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SPLIT / SKILL	AGENTS ACTIVE	QUEUED CALLS	LONGEST WAIT	GATE NAME
99	2	0	0:00	SYSTEM PORTS
200	115	57	3:44	STHFLD UNIV 200
204	1	0	0:00	MI CSST
231	3	0	0:00	HOTC INBOUND
256	4	0	0:00	MI ASST COACH
260	1	0	0:00	KALAMAZOO ACE
263	1	0	0:00	SOUTHFIELD ACE
	127	57	3:44	" TOTALS "

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FIG 9

BETHUNE - EPN 14

(Cabinet 8)

PORtCARD	08A03	08A04	08A05	08A06
1	59400	59424	--	--
2	59401	59425	--	--
3	59402	59426	--	--
4	59403	59427	--	--
5	59404	59428	--	--
6	59405	59429	--	--
7	59406	59430	--	--
8	59407	59431	--	--
9	59408	59432	--	--
10	59409	59433	--	--
11	59410	59434	--	--
12	59411	59435	--	--
13	59412	59436	--	--
14	59413	59437	--	--
15	59414	59438	--	--
16	59415	59439	--	--
17	59416	59440	--	--
18	59417	59441	--	--
19	59418	59442	--	--
20	59419	--	--	--
21	59420	--	--	--
22	59421	--	--	--
23	59422	--	--	--
24	59423	--	--	--

FIG 10

- MIC1 Traffic Load -

(Past Hour / Peak for Thu Dec 30 08:35:25 1999 CDT)

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PORT NETWORK	NAME	TDM OCC	PN OCC	20.....40.....60.....80.....100
1	HOST CABINET 1	16	5	
2	HOST CABINET 2	10	6	
3	HOST CABINET 3	6	4	
4	HOST CABINET 4	6	4	
5	HOST CABINET 4	7	5	
6	HOST CABINET 5	2	1	
7	HOST CABINET 5	9	6	
8	HOST CABINET 6	3	2	
9	HOST CABINET 6	6	4	
10	HOST CABINET 7	3	2	
11	HOST CABINET 7	3	2	
23	HOST CABINET 19	0	0	
24	HOST CABINET 19	2	2	
32	HOST CABINET 27	3	2	
12	HOST CABINET 28	6	4	
13	HOST CABINET 29	8	5	
14	BETHUNE	0	0	
25	KALAMAZOO	2	7	
26	KALAMAZOO	4	11	
27	KALAMAZOO	2	7	
28	SAGINAW	3	8	
29	SAGINAW	4	11	
30	SAGINAW	2	6	
31	SAGINAW	1	2	
17	SOUTHFIELD	2	6	
18	SOUTHFIELD	2	5	
19	SOUTHFIELD	3	10	
20	SOUTHFIELD	2	7	
21	SOUTHFIELD	2	5	
22	SOUTHFIELD	2	7	

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490

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FIG 11

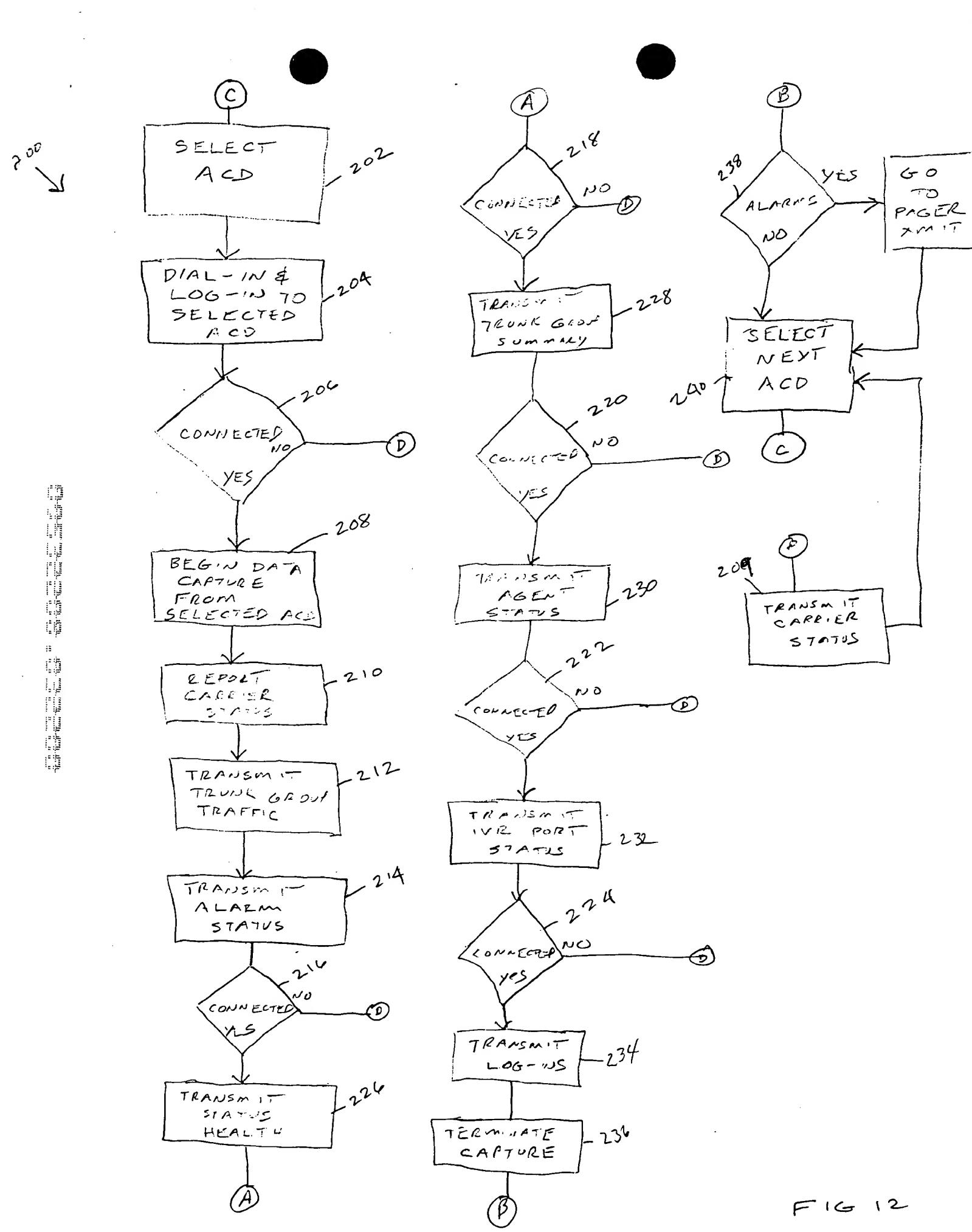


FIG 12

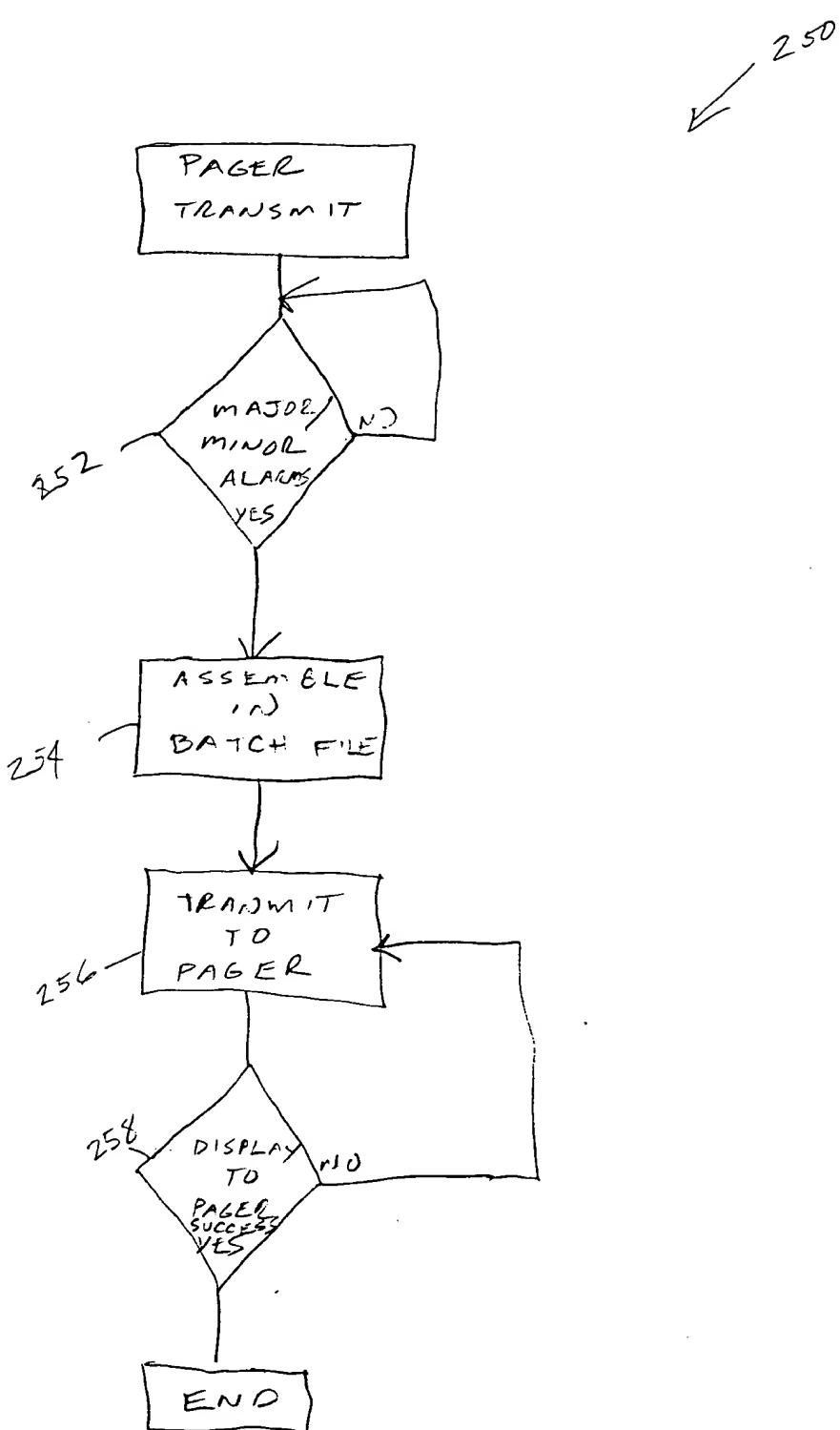


FIG.3

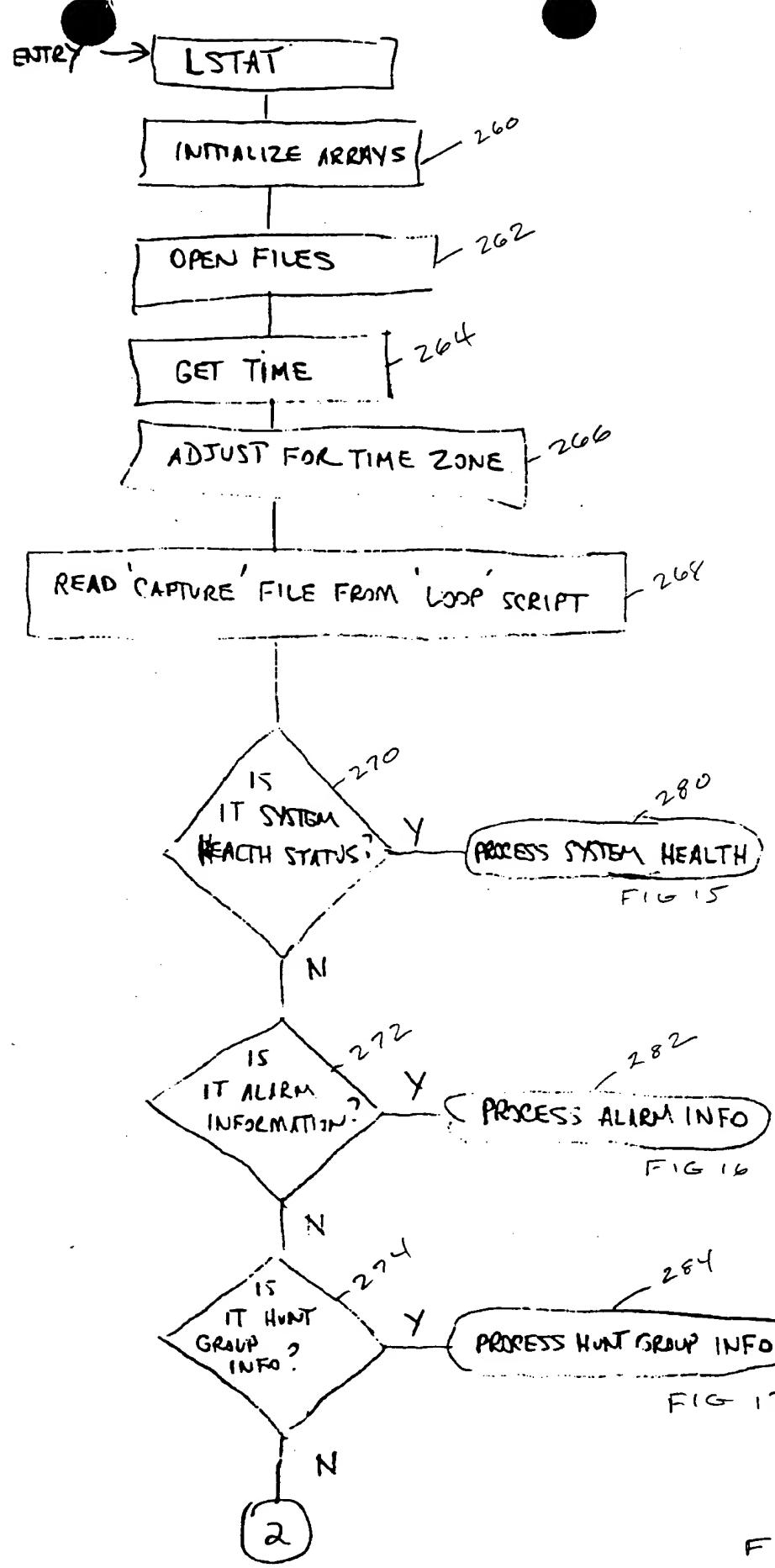


FIG 14A

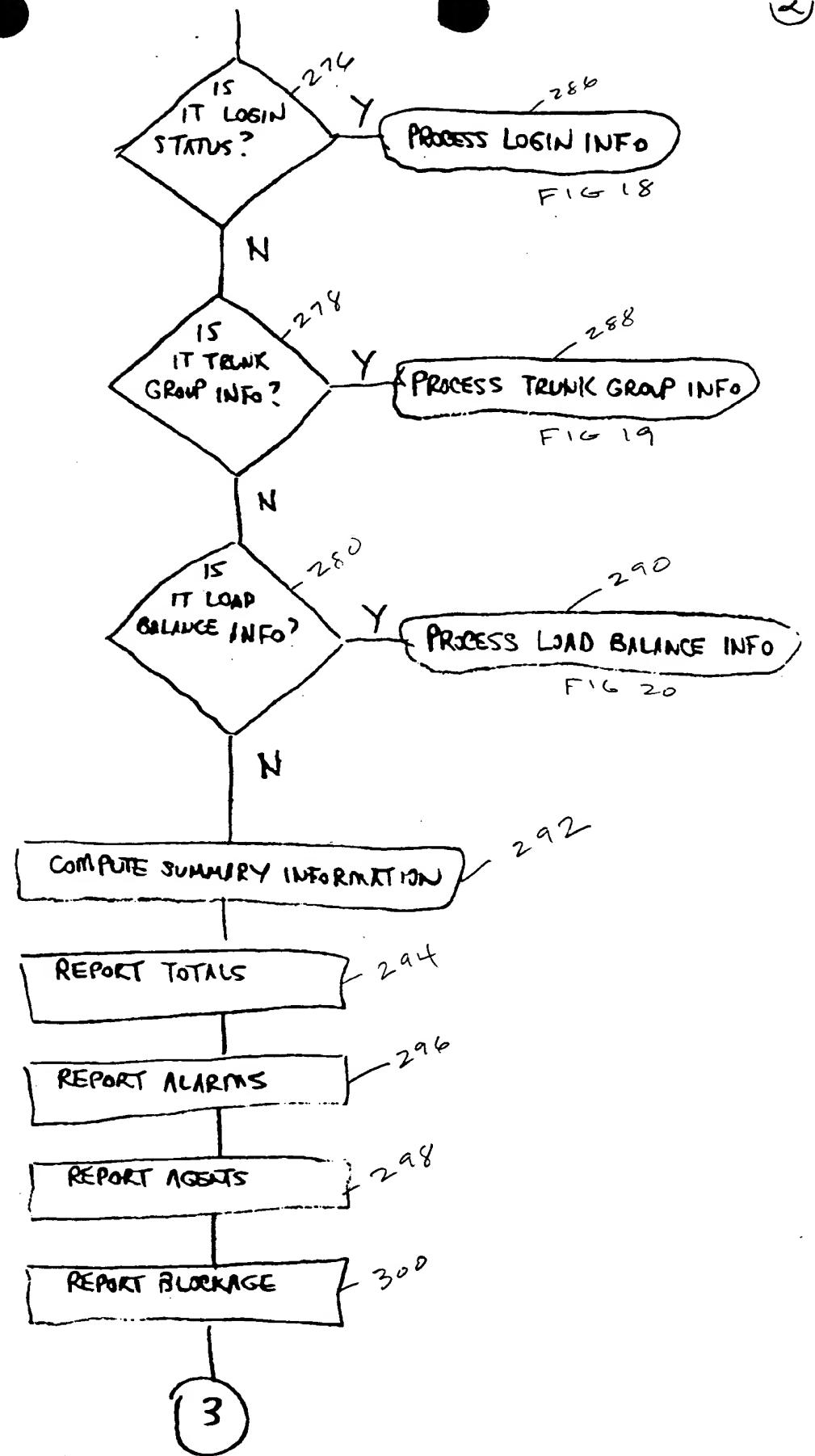


FIG 14B

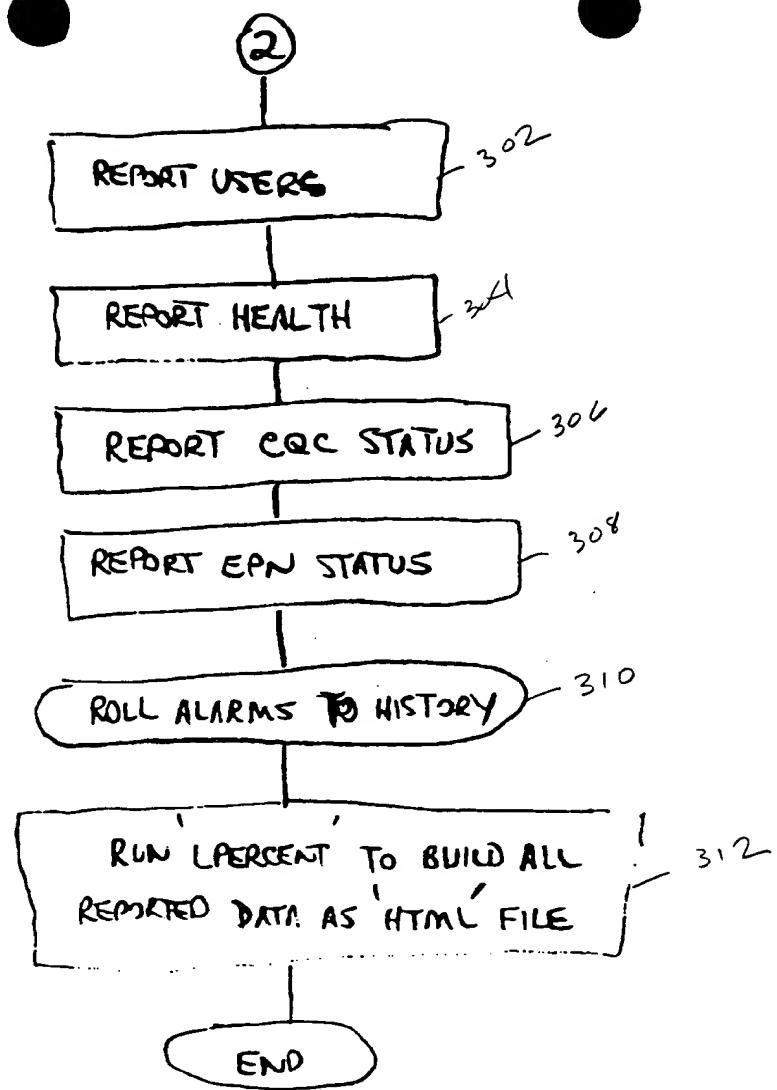
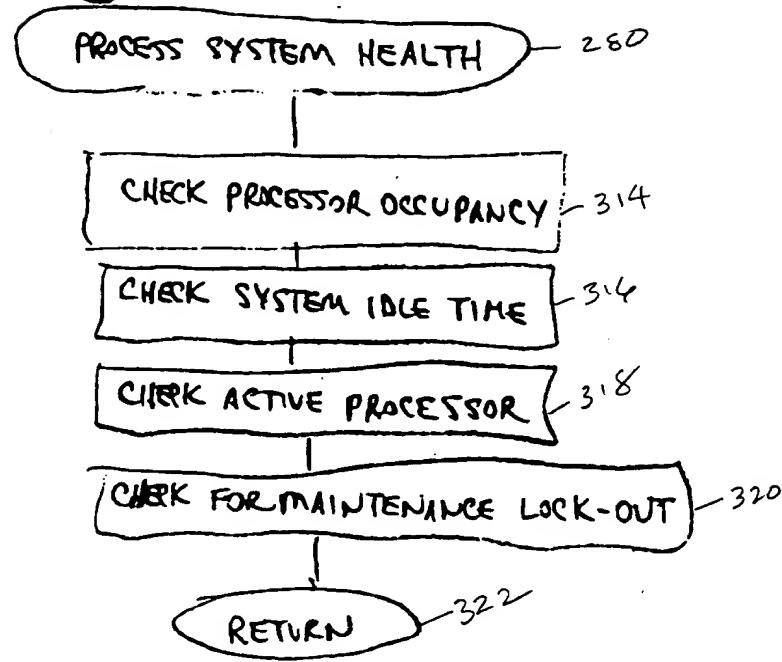


FIG 14.C



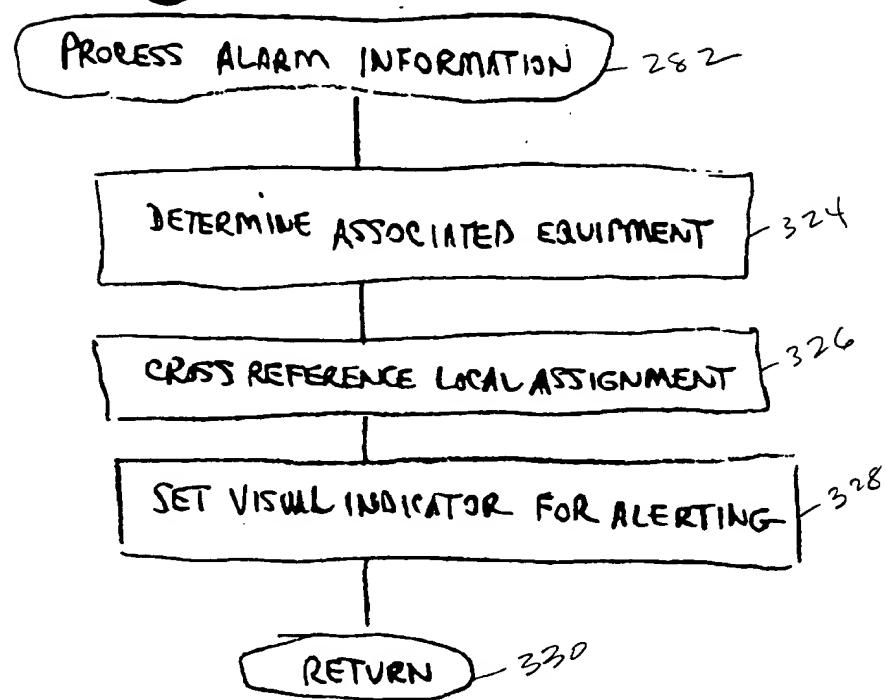


FIG 16

PROCESS HUNT GROUP INFORMATION

284

(6)

DETERMINE AGENT STATUS FOR EACH GATE

332

CROSS REFERENCE HUNT GROUP TO GATE

334

EXPAND GATE TO LOCAL ASSIGNMENTS

336

CREATE A NEW "HTML" FILE FOR AGENT PERFORMANCE

338

RETURN

340

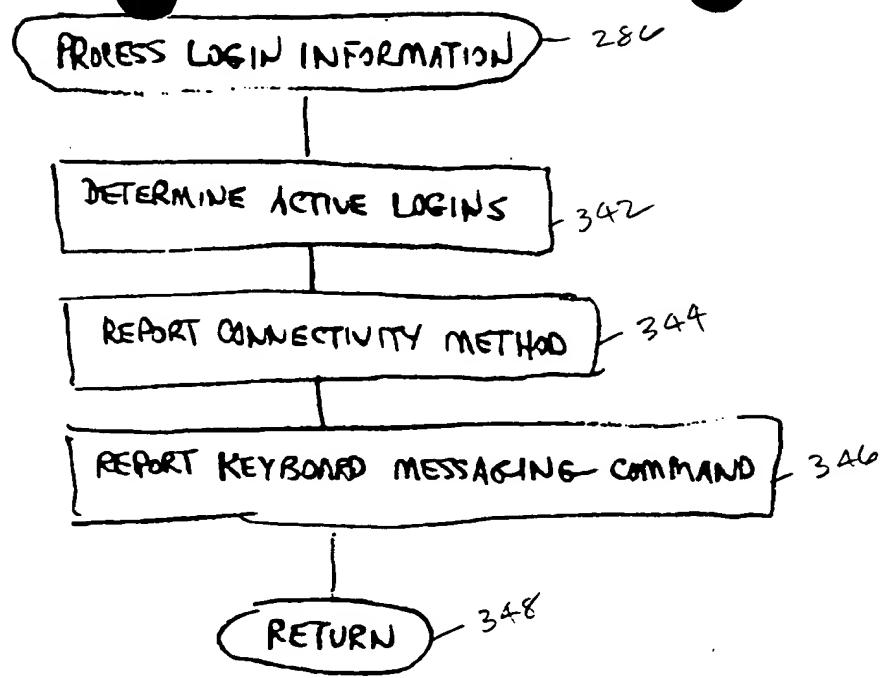


FIG 18

9)

PROCESS LOAD BALANCE INFORMATION 290

READ HISTORICAL PERFORMANCE 350

UPDATE WITH CURRENT PERFORMANCE 352

CREATE A NEW "HTML" LOAD BALANCE FILE 354

REPORT BLOCKAGE THRESHOLDS 356

RETURN 358

FIG 1.9

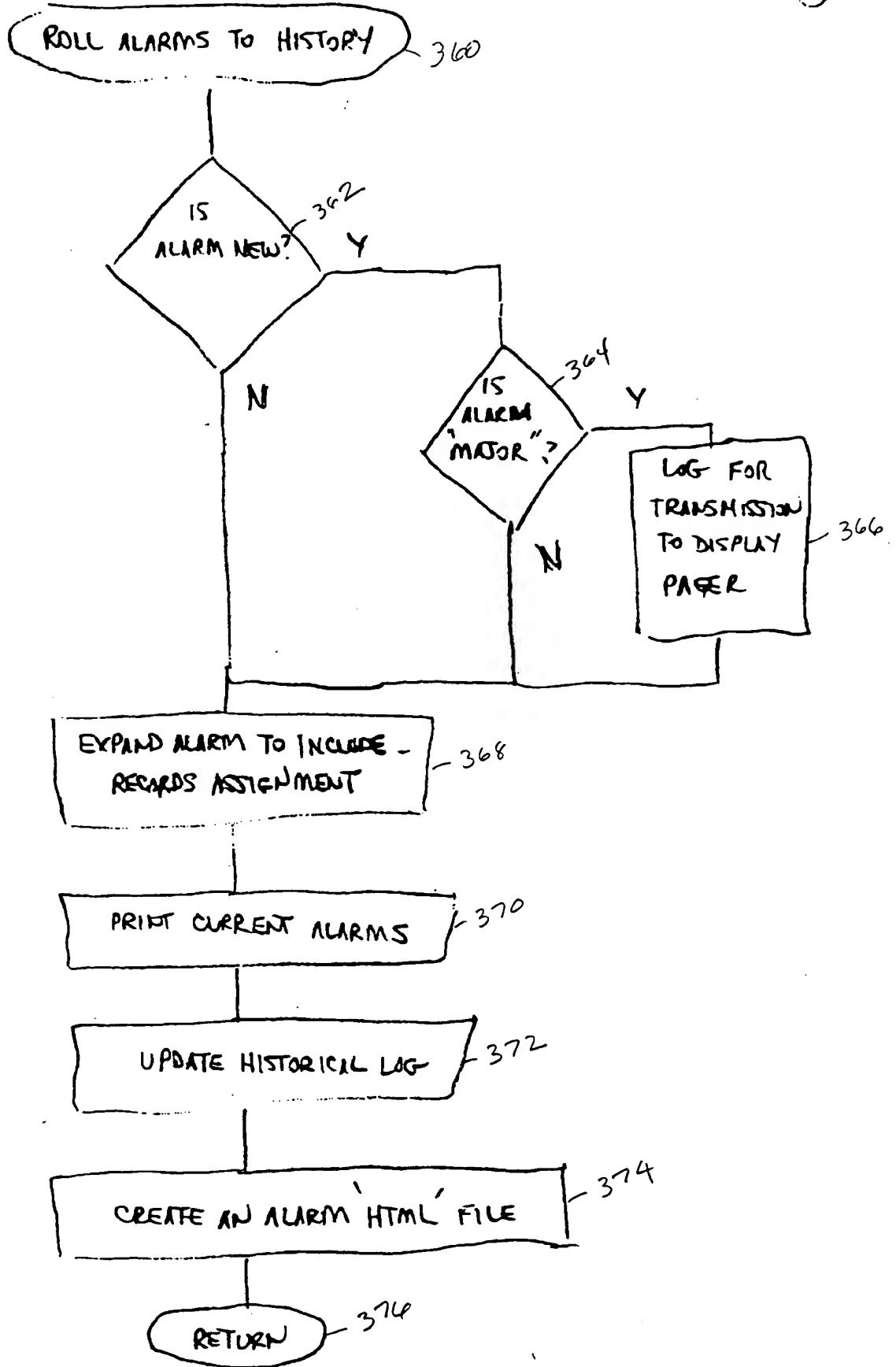


FIG 20